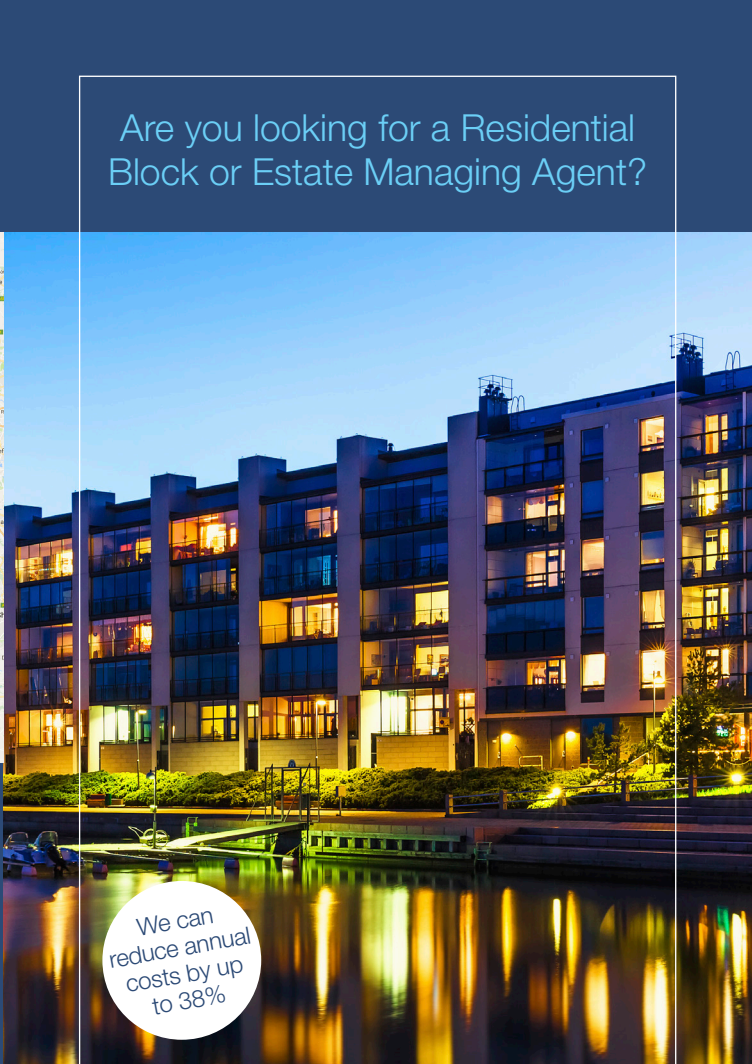
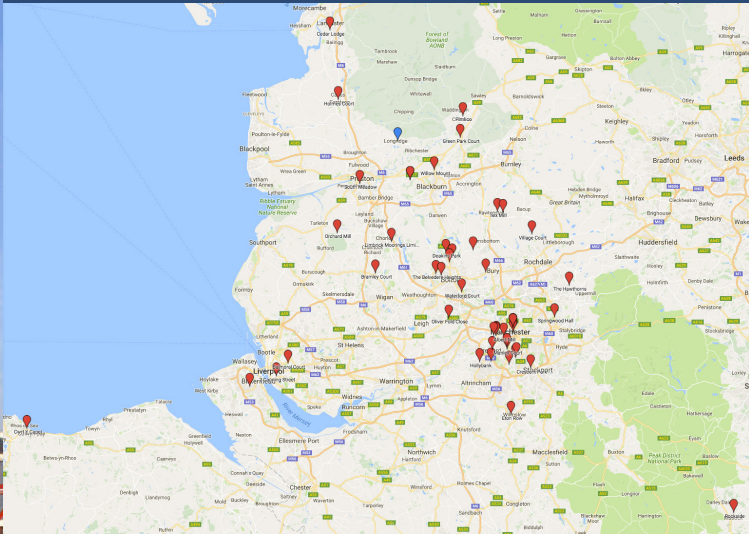




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Complete
Property Management Solutions Ltd



www.completepropertymanagement.co.uk
info@completepropertymanagement.co.uk

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Complete
Property Management Solutions Ltd

The Complete Process...

1. Design and Planning

Complete are experienced property managers offering services tailored exclusively to your developments individual needs. We will assist at the planning stage by emphasising any potential design problems that may impact on the future costs to manage and maintain the development. Our services provide guidance on the following:

- Lease structure, queries and enforcement
- Planned materials and finishes
- Service charge structures and budgets
- Site design, arrangements and service scheme
- Estate and amenity monitoring strategies
- Lift and gate specifications
- Refuse, parking and environmental strategies
- Resident and visitor parking
- Renewable, sustainable and efficient energy systems
- Security measures and systems

2. Development

Once you reach the building stage we will liaise with your appointed site manager, to assist with a smooth transition from completion to management control. We will deliver, as per your individual requirements:

- Service charge budget sign off
- Support to your sales and marketing team
- Customer service support
- Monitoring of integration of services such as utilities, telecommunications, mechanical and electrical

3. Marketing

We will work with your sales team to ensure that future property owners have an accurate picture regarding the services available on the development and a clear idea of the annual service charge budget from the start. We will provide the following:



- Management Company Set Up
- Residents' Welcome Packs including an overview of the property and estate regulations including lease summary
- Detailed explanatory Service Charge Budget notes
- Residents' Management Company formation and Residents' Association management and support
- Financial and Maintenance reporting
- Refuse/Parking/Environmental Strategies

4. Completion

Complete prides itself on delivering excellence and understand that good working relationships are vital to the community of the development. We work hard to guide the residents' management committee to maintain and enhance the asset values of the development.

Our services include the following:

- Maintenance of internal and external areas, car parks and gardens
- Dealing with resident queries, complaints & advice



- Updates to the Company Directors (as applicable) regarding the running of the development
- Lease queries & enforcement
- Regular site visits
- Arranging and attending residents' meetings including company secretarial duties
- Arranging buildings insurance and managing insurance claims
- Health and safety and fire risk compliance
- Mechanical & Electrical Maintenance, including liaison with trades as required
- Ongoing negotiation of utilities contracts
- Ground Rent and Service Charge Collection